SI. No	Name of Foreign Company	J.V.C. with Indian Company	AREA
10.	AT&T	AT&T India Ltd.	71 Centres (ex-cluding Metro cities) in all over India covering Gujarat & Maharashtra.
11.	Harris Corp., USA	Crompton Greaves Ltd.	Ratnagiri, Sindhudurga, Thane, Raigad, Aurangabad, Jalna, Prabhani, Beed, Nanded, Usmanabad, Latur, Pune, Kolhapur, Solapur, Satara & Sangh.
12.	First Pacific-Networks	Set Telecommunications Pvt. Ltd.	Maharashtra-Ambad, Nasik

Proposal for Providing Telephones on Demand by AT&T

2651. SHRI H. HANUMANTHAPPA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the AT&T submitted to the Foreign Investment Promotion Board a proposal to provide telephone on demand in 71 cities and 1100 rural areas in India within 18—24 months;

(b) if so, whether the same has been scrutinised by the Board and approval granted; and

(c) if not, by when the approval is likely to come from the Board?

THE MINISTER OF STATE OF THE MINISTRY of COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) No, Sir.

(c) The proposal will be considered along with other such proposals after the guidelines for entry of private operators in the basic telecom services have been finalised.

Redressal of Complaints in "241" Exchange of Delhi

2652. SHRI INDER KUMAR GUJRAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that redressal of subscribers' complaints in Trans-Yamuna Telephone Exchanges in the capital particularly '241' Exchange is not satisfactory;

(b) whether it is a fact that subscribers find it difficult to lodge complaints at 198 as generally calls go unattended;

(c) whether it is also a fact that the complaints, if made, by subscribers are not attended to for days together on the ground that the data regarding complaints was not being fed into the computer;

(d) whether Government arc aware that the authorities such as Assistant Engineer, divisional engineer are not helpful as they often advise subscribers to go personally to the exchange for redressal of their complaints;

(e) whether it is also a fact that a large number of complaints and telegrams from subscribers regarding conversational defects and replacement of equipment, etc. are not attended to; and

(f) what action Government propose to take in the matter?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No Sir. Subscribers' complaints are being attended to promptly in "241" exchange which is a part of Laxmi Nagar area.

(b) No Sir. The response on 1982198 is being regularly monitored and is satifactory.

(c) No Sir. Complaints are being attended promptly as and when booked 198*2198.

(d) DE(OD)IDE(FRS>SDO etc. are helpful and attending to complaints. These officers are avialable to listen to the subscribers complaints from 3 pm to 4 pm on all working days (except Saturday).

(c) No Sir. All written complaints as well us those booked on 1982198 arc attended by the concerned staff.

(f) Docs not arise.

Complaints on 198

2653. SHRI VIRENDRA KATARIA:
SHRI JAGIR SINGH DARD:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the operator of telephone complaints No. 3712198 is not available for registering the complaints of subscribers of telephone level 371;

(b) if so, whether Government propose to make a surprise and periodic check in this regard;

(c) the number of telephone complaints registered by subscribers of 371' level on 16th July, 1994, telephone number-wise and time-wise and subsequent reminders received in each case;

(d) the dates when the complaints registered on 16th July, 1994 of level '371' were attended to;

(e) the complaints registered on 16th July, 1994 which have not' so far been rectified; and

(f) the responsibility fixed on erring officials?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir, 371 subscribers can book complaints either on ' 198 or on 3712198 and both these booking numbers are at the same place..

(b) Frequent test calls are made by the controlling officers of the exchange and also made by a centralised observation team of the Operation Planning Cell for checking the working of this service.

(c) and (d). List of the complaints registered on 1986712198 position on 16.7.94 and date of clearance of faults in respect of Level '371' numbers is as per Statement *(see* below)

(e) All the complaints booked on 198 3712198 on 16.7.94 have been attended to and no complaint is pending.

(f) Does not arise.

Statement

Record of Complaints Registered on Level 198/37J2198 Complaint Position Dt. 16.7.94

SI. No	Telephone No.	Booking Time	Clearance Date
1.	3710072	07.20	16.07.94
2.	3710067	07.40	16.07.94
3.	3713113	08.20	18.07.94
4.	3716605	08.35	16.07.94
5.	3712446	09.05	-do-
6.	3710507	09.45	-do-
7.	3711093	09.55	-do-
8.	3719525	10.00	18.07.94
9..	3719273	10.20	16.07.94
10.	3713967	10.21	-do-